

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 000555
Grade 19**

INFORMATION TECHNOLOGY TECHNICIAN III*

DEFINITION OF CLASS:

This is journey level technology support work performing a variety of tasks such as: monitoring, upgrading and maintaining web page sites; troubleshooting complex technology problems for department or government wide systems; installing, maintaining, and testing software and hardware; developing a variety of user information guides, documentation, and procedures in such areas as systems access and security related areas; providing input into specification requirements relating to the purchase and installation of software and hardware, including servers; developing ad hoc reports on a variety of technology related issues; coordinating with other county departments and agencies, state agencies and other outside groups; responding to data information requests for county government programs; developing and delivering training in department or agency specific operating systems from an end user standpoint; collecting data from users in support of technology analysis functions; performing backup functions for technology applications; troubleshooting operational problems in a help desk environment; and performing technology support functions for technology specialists and experts. Contacts are usually with others within the organization or other parts of the government who are requesting assistance with technological operational issues or problems. Contacts can be with individuals with their own organization, other parts of the government, or outside groups including citizens. The purpose of these contacts is to provide information, satisfy data requests, or resolve operational and technology performance issues. The work involves providing limited service and assistance to the public.

An employee in this class possesses specialized skills and experience in a wide range of technology support work in specific software packages, JCL, hardware or a particular operating system. At this level the worker is usually proficient in the assigned work areas and exercises independent judgment and initiative in carrying out assignments, handling problems and deviations in work assignments in accordance with instructions, policies, procedures and accepted practices. Guidelines for the work are normally available, but may not cover new or unusual situations encountered. An employee uses judgment and resourcefulness to modify or adapt guidelines to resolve situations. An employee may recommend changes to guidelines based upon their experience. The duties involve a variety of processes and methods, and require analysis to choose a course of action. An incumbent performs functions that assure the necessary infrastructure support of technology needs is provided to individuals, groups of individuals, agency specific programs for applications that cut across the government as well as services provided to the public. Service delivery is critical in maintaining system operation, and the ability to quickly assess technology issues and provide solutions is critical to success. The breadth and depth of knowledge and skill of an incumbent of this class provides assurance that essential systems and applications are fully functioning during government operations. The work involves minimal exposure to hazards. The work of some employees can be performed in a rotating shift operating environment. Employees are required to lift and carry boxes, equipment, and other items weighing as much as 50 pounds, and bend or stoop to connect equipment to floor jacks.

EXAMPLES OF DUTIES: (Illustrative Only)

- Serves as a department's or the government's primary point of contact to troubleshoot technology performance and operational problems for complex operating systems, software packages, web pages, and eGovernment transactions. Troubleshooting might also involve network operational issues including terminal malfunctions and connectivity issues. Quickly identifies the problem, and takes the necessary corrective action.
- Operates, maintains and monitors computer equipment in a multiprocessing environment within a department or agency, or in locations throughout the county such as libraries, service centers, police stations, and fire houses. Resolves operational problems with stand-alone mainframes and peripheral equipment such as high-speed printers. Initiates daily backup routines.
- Provides assistance and support to individuals or a group of technology specialists. This assistance usually includes providing support in systems analysis, system installation and system testing activities. Writes reports in support of the systems analysis activities.
- May lead a team of technicians in the installation and upgrades of software packages, hardware, LAN-based systems, and database management/administration activities. May coordinate work, review workload, determine priorities and coordinate work assignment to increase effectiveness and efficiency.
- May provide guidance to lower level technicians.
- Administers a variety of software packages, scheduling tools, forms and report generating tools in support of technology applications.
- Provides assistance in the development of new system requirements. This role can include working with technology specialists in the conduct of research on the capabilities of various systems including hardware, operating system environment, user support, etc. Systems researched can include small to large applications as well as systems that support an activity, program or government-wide application.
- Writes specification requirements for technology support procurements. Works with technology specialists in researching capabilities, requirements, application and use of specific technology applications.
- Develops, maintains, monitors or makes recommendations for enhancements to web pages based on direct interaction and feedback from users.
- Assists with technology contractor management by providing information as to contractor performance and progress on contract milestones.
- Conducts studies in the technology security arena. Based on standard approaches and applications, randomly conducts security checks on operating systems within an agency or department.
- Writes systems documentation in support of computer applications. Written documentation includes new systems requirements, modifications to existing systems, changed requirements of system updates, and new versions of software applications.
- Conducts training for user groups.
- Performs related duties as required.

CORE COMPETENCIES/ KNOWLEDGE, SKILLS AND ABILITIES:

Technical Competencies (An incumbent possesses competency in one or more of the technical areas below):

- Basic competency in/knowledge of operating systems, including a basic understanding of desktop applications, database management, help desk operations and troubleshooting, user training/support,

LAN support, departmental programs, server administration, network administration, systems design, emergency control center, and mainframe operating systems and their applications in order to assure continual, uninterrupted operation of computer systems and equipment.

- Basic competency in /knowledge of programming languages and software packages such as JCL, SQL, Visual Basic, Windows, word processing, and other database and data presentation packages to design, develop and support end users.
- Basic competency in/knowledge of program menus, project planning and evaluation, program development, systems application development, management reporting, web development/maintenance, software/hardware support, troubleshooting, program support, strategic planning, network management, training and emergency control center. Some positions in this class may require the knowledge of job control language and ROSCOE in order to initiate certain operational requests, standard reports and other applications associated with computer operations.
- Basic competency in/knowledge of information systems/network security methods, including plan network implementation, system security, training, mainframe use, network administration, systems analysis, emergency control center and RFP development, for ensuring, protecting and resolving the security of information systems and network services.
- Basic competency in technology applications to conduct research and development activities to plan, implement and administer new technologies.

General Competencies

- Knowledge of team dynamics and workload distribution and management principles and practices in order to coordinate a team of technicians in the implementation, installation, monitoring, and/or maintenance of technology applications.
- Knowledge of procurement and contracting practices and principles to develop support-based specifications or monitor contractor performance.
- Knowledge of web-based technology to monitor, maintain, implement of design web-based applications.
- Knowledge of systems analysis practices and techniques in order to support technology specialists and experts in systems review, systems life cycle and user requirements identification.
- Skill in installation requirements for hardware, software and other technology applications in order to assure timely use of technology by users.
- Skill in diagnosing technology applications capabilities and requirements in order to resolve operational problems.
- Skill in the use of spreadsheet software packages in order to present data on technology operations.
- Skill in data collection techniques in order to support technology specialists in systems analysis and review functions.
- Skill in designing forms in support of technology applications.
- Skill in inventory control activities to keep track of equipment.
- Ability to operate a variety of computer systems and peripheral equipment in order to resolve basic operational problems.
- Ability to work with clients and customers with courtesy and tact to satisfy their expectations.
- Ability to communicate effectively, both orally and in writing.
- Ability to identify problems, use creative thinking and sound judgment to generate and evaluate alternatives, and to make decisions regarding proper course of action.
- Ability to quickly adapt to change.
- Ability to cooperatively work as a member of a team.

- Ability to plan work, set well-defined and realistic goals, evaluate and monitor progress, and effectively manage time.
- Ability to attend meetings or perform other assignments at locations outside of the office, if necessary.

MINIMUM QUALIFICATIONS:

Experience: Three (3) years of experience in technology support or technician work, at least one (1) year of which must be at a progressively responsible level involving the use of specialized knowledge, skills and abilities in complex technology support activities such as LAN administration, web page enhancements, troubleshooting, software administration, and/or mainframe operation.

Education: Completion of high school or High School Certificate of completion recognized in the State of Maryland. Certifications in specific hardware, software or other technology related matters may be necessary depending on the duties of the position.

Equivalency: An equivalent combination of education and experience may be substituted.

Physical Ability: Ability to lift boxes containing computer support items and equipment such as printers, computers, modems and monitors up to 50 pounds.

LICENSE: None.

PROBATIONARY PERIOD

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam.

Class Established: July, 2001

Revised: April 2010

August, 2013

September, 2014